

## **Claims**

This listing of claims will replace all prior versions, and listings, of claims in the application:

### **Listing of Claims:**

- 1           1. (currently amended) A system for collecting and  
2           presenting survey information comprising:
  - 3           a connection device connected to an external  
4           communication system for connecting said  
5           communication system to a survey participant;
  - 6           a Computer-Assisted Telephone Interview (CATI) unit  
7           connected to said connection device, wherein  
8           said connection device transfers the ~~said~~  
9           participant communication connection to said  
10          CATI unit when said connection is successful,  
11          and further wherein an agent uses said CATI  
12          unit to ask the ~~said~~ participant manual survey  
13          questions;
  - 14          an Interactive Voice Recognition (IVR) unit  
15          connected to said CATI unit, wherein said CATI  
16          agent transfers the ~~said~~ participant's  
17          communication connection to said IVR unit only  
18          if the participant agrees to the transfer for  
19          conducting an automated survey utilizing a  
20          drill-down survey technique, wherein said IVR  
21          unit accepts oral responses from the ~~said~~  
22          participant, wherein
  - 23          if the participant does not agree to said transfer,  
24          said CATI unit is adapted to provide a manual  
25          survey to the participant by providing survey  
26          questions to said agent such that said agent  
27          manually surveys the participant using  
28          substantially at least some of the same

29                    questions from said automated survey to receive  
30                    the oral responses from the participant; and  
31           a database for storing said responses to said manual  
32           survey and/or said automated survey, wherein  
33           said drill-down survey technique utilizes one or  
34           both of responses already provided by the  
35           current survey participant and historical  
36           responses provided by other participants to  
37           determine a subsequent survey question to be  
38           asked of the current survey participant.

1           2. (original) The system for collecting and  
2           presenting survey information of claim 1, further  
3           comprising: a Computer Telephony Interface (CTI) unit,  
4           wherein said CTI unit is connected to said connection  
5           device to monitor the status of said connection device,  
6           and further wherein said CTI unit is connected to said  
7           CATI unit to monitor the status of said CATI unit and  
8           said agent using said CATI unit; and still further  
9           wherein said CTI unit is connected to said IVR unit to  
10           monitor said conducting of said automated survey.

1           3. (currently amended) The system for collecting and  
2           presenting survey information of claim 2, wherein said  
3           CATI agent asks the ~~said~~ participant for permission to  
4           allow said IVR unit to conduct said automated survey, and  
5           further wherein said IVR unit conducts said automated  
6           survey according to a pre-determined survey format if the  
7           ~~said~~ participant assents, and still further wherein said  
8           CATI agent performs said manual survey according to said  
9           pre-determined survey format if participant does not  
10           assent.

1           4. (previously presented) The system for collecting  
2 and presenting survey information of claim 3, wherein  
3 said pre-determined survey format uses said drill-down  
4 survey technique, wherein a following survey question  
5 depends on the answer to a previous question.

1           5. (currently amended) The system for collecting and  
2 presenting survey information of claim 1, wherein the  
3 ~~said~~ participant may transfer said communication  
4 connection from said IVR unit to said CATI unit by using  
5 an oral response, and further wherein said CATI agent  
6 then conducts said manual survey at the point on said  
7 pre-determined survey format where said transfer from  
8 said IVR unit occurred.

1           6. (currently amended) The system for collecting and  
2 presenting survey information of claim 5, wherein said  
3 conducting of said automated and/or said manual surveys  
4 includes the use of a verbatim, wherein the ~~said~~  
5 participant can orally communicate detailed opinions to  
6 said IVR unit or said CATI agent, respectively, and  
7 further wherein said verbatims are stored in said  
8 database.

1           7. (original) The system for collecting and  
2 presenting survey information of claim 6, further  
3 comprising:

4           a processing unit for converting said stored  
5           responses to said surveys into survey  
6           information;

7           a presenting unit for presenting said survey  
8           information to a consumer.

1           8. (original) The system for collecting and  
2   presenting survey information of claim 7, wherein said  
3   survey information is derived from a plurality of surveys  
4   derived from a plurality of participants, and further  
5   wherein said system presents said survey information to  
6   said consumer over a computer network, and still further  
7   wherein said consumer must be validated before said  
8   system will allow the consumer to access said survey  
9   information.

1           9. (original) The system for collecting and  
2   presenting survey information of claim 8, wherein said  
3   survey information is available for presenting to said  
4   consumer within 24 hours of the completion of the  
5   conducting of said plurality of surveys.

1           10. (currently amended) A system for collecting and  
2   presenting survey information comprising:  
3           a connection device connected to an external  
4           communication system for connecting said  
5           communication system to a survey participant;  
6           a Computer-Assisted Telephone Interview (CATI) unit  
7           connected to said connection device, wherein  
8           said connection device transfers the ~~said~~  
9           participant communication connection to said  
10          CATI unit when said connection is successful,  
11          and further wherein an agent uses said CATI  
12          unit to ask the ~~said~~ participant manual survey  
13          questions;

14 an IVR unit connected to said CATI agent, wherein  
15 said CATI agent transfers the ~~said~~ participant  
16 communication connection to said IVR unit for  
17 conducting an automated survey, and further  
18 wherein said IVR unit accepts oral responses  
19 from the ~~said~~ participant, and still further  
20 wherein said CATI agent asks the ~~said~~  
21 participant for permission to allow said IVR  
22 unit to conduct said automated survey, and  
23 further wherein said IVR unit conducts said  
24 automated survey according to a pre-determined  
25 survey format if the ~~said~~ participant assents,  
26 and even further wherein said CATI agent  
27 performs said manual survey according to said  
28 pre-determined survey format if the participant  
29 does not assent, and yet further wherein the  
30 ~~said~~ participant may transfer said survey  
31 interview from said IVR unit to said CATI unit  
32 by using an oral response, wherein said CATI  
33 agent then conducts said manual survey at the  
34 point on said pre-determined survey format  
35 where said transfer from said IVR unit  
36 occurred;

37 wherein said conducting of said automated or said  
38 manual surveys includes the use of a verbatim,  
39 wherein the ~~said~~ participant can orally  
40 communicate detailed opinions to said IVR unit  
41 or said CATI agent, respectively, and further  
42 wherein said verbatims are stored in said  
43 database

44 a Computer Telephony Interface (CTI) unit, wherein  
45 said CTI unit is connected to said dialer unit

46 to monitor the status of said connection  
47 device, and further wherein said CTI unit is  
48 connected to said CATI unit to monitor the  
49 status of said CATI unit and said agent using  
50 said CATI unit; and still further wherein said  
51 CTI unit is connected to said IVR unit to  
52 monitor said conducting of said automated  
53 survey;  
54 a database for storing said responses to said manual  
55 and said automated surveys;  
56 a processing unit for converting said stored  
57 responses to said surveys into survey  
58 information, wherein said survey information is  
59 derived from a plurality of surveys derived  
60 from a plurality of participants, and  
61 a presenting unit for presenting said survey  
62 information to a consumer, wherein said system  
63 presents said survey information to said  
64 consumer over a computer network, and still  
65 further wherein said consumer must be validated  
66 before said system will allow the consumer to  
67 access said survey information, and still  
68 further wherein said system may limit said  
69 access by consumer to an approved subset of  
70 said survey information.

1 11. (original) The system for collecting and  
2 presenting survey information of claim 10, wherein said  
3 survey information is available for presenting to said  
4 consumer within 24 hours of the completion of the  
5 conducting of said plurality of surveys.

1           12. (currently amended) A system for collecting and  
2 presenting survey information comprising:

3           (I) means for selecting a participant from a list  
4 of potential participants;

5           (II) means for connecting the ~~said~~ participant to a  
6 survey communication system;

7           (III) means for conducting an automated survey  
8 interview if the ~~said~~ participant assents to an  
9 automated survey interview, wherein said  
10 conducting is performed by an automated survey  
11 unit, and further wherein said automated survey  
12 unit accepts oral responses from the ~~said~~  
13 participant which are processed using voice  
14 recognition into survey data.

15           (IV) means for conducting a manual survey interview  
16 if the ~~said~~ participant does not assent to an  
17 automated survey interview, wherein at least a  
18 portion of the questions of said manual survey  
19 are the same as the questions of said automated  
20 survey; and

21           (V) means for saving said automated and said manual  
22 survey interviews in a database.

1           13. (original) The system for collecting and  
2 presenting survey information of claim 12, further  
3 comprising:

4           (I) means for allowing a participant to orally  
5 request that said automated survey interview be  
6 transformed into a manual survey interview;

7           (II) means for providing a pre-determined interview  
8           format, wherein said automated and said manual  
9           interviews follow said interview format, and  
10          further wherein said manual survey interview  
11          continues said pre-determined interview format  
12          at the next question of said format when said  
13          automated survey interview is transformed into  
14          said manual survey interview;

1           14. (original) The system for collecting and  
2   presenting survey information of claim 13, further  
3   comprising:

4           (I) means for processing said survey interview into  
5           survey information;

6           (II) means for presenting approved portions said  
7           survey information to a survey consumer,  
8           wherein the identity of said consumer must be  
9           validated before being presented with said  
10          survey information.

1           15. (original) The system for collecting and  
2   presenting survey information of claim 14, wherein said  
3   survey information is derived from a plurality of surveys  
4   of a plurality of participants, and further wherein said  
5   survey information is available for presenting to said  
6   consumer within 24 hours of the completion of the  
7   conducting of said plurality of surveys.

1           16. (previously presented) A process for collecting  
2   and presenting survey information comprising the steps  
3   of:



- 4 (I) selecting a participant from a list of  
5 potential participants;
- 6 (II) connecting the ~~said~~ participant to a survey  
7 communication system;
- 8 (III) transferring the ~~said~~ participant's  
9 communication system connection to an automated  
10 survey unit only if the ~~said~~ participant  
11 assents to said transfer;
- 12 (IV) conducting said survey interview, wherein said  
13 conducting is performed by said automated  
14 survey unit if the participant assented to said  
15 transfer, but said conducting is performed  
16 manually if the participant does not assent,  
17 and further wherein an automated survey unit  
18 accepts oral responses from the ~~said~~  
19 participant, said oral responses being  
20 processed using voice recognition into survey  
21 data;
- 22 (V) saving said survey interview in a database.

1 17. (original) The process of collecting and  
2 presenting survey information as in claim 16, wherein  
3 said conducting of said survey interview is performed by  
4 providing survey questions to participant using a pre-  
5 determined survey procedure utilizing drill-down  
6 questioning, wherein a following survey question depends  
7 on the answer to a previous question.

1 18. (original) The process of collecting and  
2 presenting survey information as in claim 17, further  
3 comprising the steps of:

4           (I)   processing said survey data into survey  
5                   information;  
6           (II) saving said survey information in a database;  
7           (III) presenting said survey information to a  
8                   consumer.

1           19. (currently amended) The process of collecting  
2   and presenting survey information as in claim 16, wherein  
3   said transferring of the ~~said~~ participant's communication  
4   system connection to said automated survey unit occurs  
5   only if said survey participant agrees to said transfer,  
6   and further wherein said survey interview is conducted  
7   manually by an agent if the ~~said~~ participant does not  
8   agree to said transfer.

1           20. (currently amended) The process of collecting  
2   and presenting survey information as in claim 19, wherein  
3   said conducting of said survey interview is performed by  
4   providing survey questions to the ~~said~~ participant using  
5   a pre-determined survey question procedure utilizing  
6   drill-down questioning for said conducting of both manual  
7   and automated surveys, wherein a following survey  
8   question depends on the answer to a previous question.

1           21. (currently amended) The process of collecting  
2   and presenting survey information as in claim 19, wherein  
3   said agent can transfer the ~~said~~ participant back to said  
4   automated survey unit to continue said survey interview,  
5   and further wherein the ~~said~~ participant participating in  
6   an automated survey can be transferred to said agent by a  
7   voice command from the ~~said~~ participant.

1           22. (currently amended) The process of collecting  
2 and presenting survey information as in claim 21, wherein  
3 said conducting of said survey interview is performed by  
4 providing survey questions to the ~~said~~ participant using  
5 a pre-determined survey question procedure utilizing  
6 drill-down questioning for said conducting of both manual  
7 and automated surveys, wherein a following survey  
8 question depends on the answer to a previous question.

1           23. (previously presented) The process of collecting  
2 and presenting survey information as in claim 22 ,  
3 further comprising the steps of:

- 4           (I) processing said survey data into survey  
5           information;  
6           (II) saving said survey information in a database;  
7           (III) presenting said survey information to a  
8           consumer.

1           24. (original) The process of collecting and  
2 presenting survey information as in claim 19, further  
3 comprising the steps of:

- 4           (I) processing said survey data into survey  
5           information;  
6           (II) saving said survey information in a database;  
7           (III) presenting said survey information to a  
8           consumer.

1           25. (currently amended) A process for collecting and  
2 presenting survey information comprising the steps of:

3 (I) selecting a participant from a list of  
4 potential participants;

5 (II) connecting the ~~said~~ participant to a survey  
6 communication system;

7 (III) transferring the ~~said~~ participant's  
8 communication system connection to an automated  
9 survey unit if said survey participant agrees  
10 to said transfer, wherein the ~~said~~ participant  
11 participating in an automated survey can be  
12 transferred to said agent by a voice command  
13 from the ~~said~~ participant, and further,  
14 wherein said survey interview is conducted manually  
15 by an agent if the ~~said~~ participant does not  
16 agree to said transfer,

17 wherein said conducting of said survey interview is  
18 performed by providing survey questions to  
19 participant using a pre-determined survey  
20 procedure utilizing drill-down questioning,  
21 wherein a following survey question depends on  
22 the answer to a previous question;

23 (IV) conducting said survey interview, wherein said  
24 conducting is performed by said automated  
25 survey unit or manually, and further wherein  
26 said automated survey unit accepts oral  
27 responses from the ~~said~~ participant, said oral  
28 responses being processed using voice  
29 recognition into survey data;

30 (V) saving said survey interview in a database.

31 (VI) processing said survey data into survey  
32 information;

33 (VII) saving said survey information in a database;  
34 (VIII) presenting said survey information to a  
35 consumer.

1 26. (currently amended) A process for collecting and  
2 presenting survey information comprising the steps of:

3 (I) collecting survey data, said collecting  
4 comprising the steps of

5 (A) selecting a participant from a list of  
6 potential participants, wherein said  
7 selecting is done according to specified  
8 schedules;

9 (B) connecting the ~~said~~ participant to a  
10 survey communication system, said  
11 connecting comprising the steps of:

12 (i) attempting to connect with the ~~said~~  
13 participant via said survey  
14 communication system, said attempting  
15 including the steps of:

16 (ii) requesting that the ~~said~~ participant  
17 agree to communicate with an  
18 Interactive Voice Recognition (IVR)  
19 unit for a survey interview; and

20 (iii)collecting call record information,  
21 wherein said call record information  
22 is stored in a database;

23 and

24 (C) conducting said survey interview, wherein  
25 said conducting is performed by said IVR  
26 unit if the ~~said~~ participant agreed to

27                   communicate with said IVR unit, and  
28                   further wherein said conducting is  
29                   performed by a Computer-Assisted Telephone  
30                   Interview (CATI) agent if the participant  
31                   did not agree to communicate with said IVR  
32                   unit, said conducting of said survey  
33                   interview comprising the steps of:

34                   (i)   asking survey questions of  
35                         participant using a pre-determined  
36                         survey question procedure utilizing  
37                         drill-down questioning, wherein said  
38                         survey questions provide sufficient  
39                         survey data to allow for the creation  
40                         of survey information; and further  
41                         wherein survey responses by  
42                         participant are done orally, and  
43                         still further wherein said survey  
44                         data optionally includes voice  
45                         interviews;

46                   (ii) saving said survey data in said  
47                         database, wherein said saving  
48                         includes voice recognition processing  
49                         of said oral responses of the  
50                         participant if said conducting of  
51                         survey interview is performed by said  
52                         IVR unit, wherein said voice  
53                         recognition occurs at approximately  
54                         real-time, and further wherein the  
55                         voice recognition processed response  
56                         is used to determine a next survey  
57                         question;

58                   (iii) transferring said communication  
59                         system connection to a CATI unit if

60           the said participant requests such a  
61           transfer while the IVR unit is  
62           conducting said survey interview,  
63           wherein said CATI agent uses said  
64           CATI unit to continue said conducting  
65           a survey interview;

66           (iv) transferring said communication  
67           system connection to a CATI unit when  
68           said survey question procedure  
69           requires such a transfer, wherein  
70           said CATI agent then conducts said  
71           survey interview using said CATI  
72           unit, and further wherein said CATI  
73           agent can transfer said communication  
74           system connection back to said IVR  
75           unit to continue said survey  
76           interview;

77           (v) monitoring said survey question  
78           procedure status, wherein said status  
79           information can be made available for  
80           display;

81           (vi) terminating said conducting a survey  
82           interview when said pre-determined  
83           survey question procedure is complete  
84           or when the said participant requests  
85           such termination;

1           27. (currently amended) A process for collecting and  
2           presenting survey information as in claim 26, further  
3           comprising the steps of:

4           (I) processing said survey data, wherein said  
5           processing converts said survey data collected  
6           from a plurality of participants into survey

7 information, said processing comprising the  
8 steps of:

9 (A) generating consumer satisfaction measures;  
10 (B) generating employee rating measures;  
11 (C) generating employer or organization rating  
12 measures;  
13 (F) generating quality assessment measures;  
14 and  
15 (G) analyzing said generated measures and  
16 survey data;  
17 and  
18 (H) storing said survey information in said  
19 database;

20 (II) providing a survey information consumer said  
21 survey information, said providing further  
22 comprising the steps of:

23 (A) connecting a survey information consumer  
24 computer to a presenting system, wherein  
25 said connecting is over a computer  
26 network, said connecting comprising the  
27 steps of:

28 (i) logging the consumer's computer into  
29 the system, wherein the consumer  
30 identity is verified; and  
31 (iv) preventing the consumer not verified  
32 from accessing said medical survey  
33 information;

34 (B) presenting said survey information to said  
35 consumers, said presenting comprising the  
36 steps of:



37 (i) providing said consumers with options  
38 for viewing aggregates of said survey  
39 information;  
40 (ii) providing said consumers with options  
41 for viewing summaries of said survey  
42 information;  
43 (iii) providing said consumers with options  
44 for viewing a subset of said survey  
45 information;  
46 (iii) providing said consumers with options  
47 for viewing said survey data; and  
48 (iv) formatting said presented information  
49 for presenting by said consumer  
50 computer, wherein said presenting can  
51 be graphical, auditory, and textual;  
52 (C) customizing said presented information to  
53 the particular needs or access privileges  
54 of the consumer, wherein some consumers  
55 may have access to a subset of medical  
56 information; and  
57 (D) allowing the user to log off said system.  
58 and  
59 (III) evaluating said process for collecting and  
60 presenting survey information, said evaluating  
61 comprising:  
62 (A) evaluating the performance of said CATI  
63 agents; and  
64 (B) evaluating the performance of said voice  
65 recognition processing.

1 28. (currently amended) A process for collecting and

2 presenting medical survey information for a medical care  
3 provider comprising the steps of:

4 (I) collecting survey data, said collecting  
5 comprising the steps of

6 (A) selecting a participant from a list of  
7 potential participants, wherein said  
8 selecting is done according to specified  
9 schedules;

10 (B) connecting the ~~said~~ participant to a  
11 survey communication system, said  
12 connecting comprising the steps of:

13 (i) attempting to connect with the ~~said~~  
14 participant via said survey  
15 communication system, said attempting  
16 including the steps of:

17 (a) initiating a survey  
18 communication system connection;

19 (b) transferring said connection to  
20 a CATI unit if said connection  
21 is successful, wherein if said  
22 connection is not successful,  
23 selecting a new participant to  
24 be the ~~said~~ participant;

25 (c) requesting that the ~~said~~  
26 participant agree to participate  
27 in a survey, wherein said  
28 requesting is performed by said  
29 CATI agent using said CATI unit;

30 (d) requesting recall information  
31 from the ~~said~~ participant if the  
32 ~~said~~ participant has not agreed  
33 to participate in said survey,

34 wherein said requesting is  
35 performed by said CATI agent,  
36 and further wherein said recall  
37 information includes a request  
38 to connect again at a different  
39 time or using a different  
40 communication system; and  
41 (e) terminating said connection  
42 after said requesting of recall  
43 information if the ~~said~~  
44 participant has not agreed to  
45 participate in said survey;  
46 (ii) requesting that the ~~said~~ participant  
47 agree to communicate with an IVR unit  
48 for a survey interview; and  
49 (iii) collecting call record information  
50 comprising:  
51 (a) overall connection attempts;  
52 (b) connection attempts for each of  
53 the participants contacted; and  
54 (c) connection durations;  
55 wherein said call record information is stored in a  
56 database;  
57 and  
58 (C) conducting said survey interview, wherein  
59 said conducting is performed by said IVR  
60 unit if the ~~said~~ participant agreed to  
61 communicate with said IVR unit, and  
62 further wherein said conducting is  
63 performed by said CATI agent if  
64 participant did not agree to communicate

65 with said IVR unit, said conducting said  
66 survey interview comprising the steps of:

67 (i) asking survey questions of  
68 participant using a pre-determined  
69 survey question procedure utilizing  
70 drill-down questioning, wherein said  
71 survey questions provide sufficient  
72 survey data to allow for the creation  
73 of medical survey information; and  
74 further wherein survey responses by  
75 participant are done orally, and  
76 still further wherein said survey  
77 data optionally includes voice  
78 interviews;

79 (ii) saving said survey data in said  
80 database, wherein said saving  
81 includes voice recognition processing  
82 of said oral responses of the ~~said~~  
83 participant if said conducting of  
84 survey interview is performed by said  
85 IVR unit, wherein said voice  
86 recognition occurs at approximately  
87 real-time, and further wherein the  
88 voice recognition processed response  
89 is used to determine a next survey  
90 question;

91 (iii) transferring said communication  
92 system connection to a CATI unit if  
93 the ~~said~~ participant requests such a  
94 transfer while the IVR unit is  
95 conducting said survey interview,  
96 wherein said CATI agent uses said

97                   CATI unit to continue said conducting  
98                   a survey interview;

99                   (iv) transferring said communication  
100                  system connection to a CATI unit when  
101                  said survey question procedure  
102                  requires such a transfer, wherein  
103                  said CATI agent then conducts said  
104                  survey interview using said CATI  
105                  unit, and further wherein said CATI  
106                  agent can transfer said communication  
107                  system connection back to said IVR  
108                  unit to continue said survey  
109                  interview;

110                  (v) monitoring said survey question  
111                  procedure status, wherein said status  
112                  information can be made available for  
113                  display;

114                  (vi) terminating said conducting a survey  
115                  interview when said pre-determined  
116                  survey question procedure is complete  
117                  or when the ~~said~~ participant requests  
118                  such termination;

119           (II) processing said survey data, wherein said  
120               processing converts said survey data collected  
121               from a plurality of participants into medical  
122               survey information, said processing comprising  
123               the steps of:

124               (A) generating consumer satisfaction measures  
125               comprising:

126                   (i) consumer loyalty measures;

127                   (ii) medical care satisfaction measures;

128 (iii) medical facility satisfaction  
129 measures;  
130 (iv) medical staff satisfaction measures;  
131 (v) positive comments with reasons; and  
132 (vi) negative comments with reasons;  
133 (B) generating staff rating measures  
134 comprising:  
135 (i) staff loyalty measures;  
136 (ii) staff performance measures;  
137 (iii) staff satisfaction measures; and  
138 (iv) staff continuing education measures;  
139 (C) generating doctor rating measures  
140 comprising:  
141 (i) quality of medical care measures;  
142 (ii) doctor performance measures;  
143 (ii) doctor satisfaction measures;  
144 (iii) doctor loyalty measures; and  
145 (iv) doctor continuing education measures;  
146 (D) generating care delivery measures  
147 comprising:  
148 (i) cost measures including:  
149 (a) cost of medical care paid by  
150 consumer measures;  
151 (b) cost of medical care paid by  
152 non-consumer measures;  
153 (c) cost of providing medical care  
154 measures; and  
155 (d) overhead costs measures;

156           and

157           (ii) profit measures;

158           (E) generating medical care quality assessment

159           measures comprising:

160           (i) mortality measures

161           (ii) morbidity measures;

162           (iii) complications measures;

163           (iv) medical procedure results measures;

164           (iv) medical procedure follow-up measures;

165           (vi) patient mental health measures;

166           (vii) social impact measures;

167           (viii) hospital stay length measures;

168           (ix) technical quality measures; and

169           (x) per member per month (PM PM) cost

170           measures;

171           (F) analyzing said generated measures and

172           survey data, said analyzing comprising the

173           steps of:

174           (i) aggregating survey data to form

175           assessments;

176           (ii) normalizing comparisons between

177           specific named units, said named

178           units including:

179           (a) doctors or specialists;

180           (b) medical care organizations or

181           divisions;

182           (c) staff persons;

183           (d) managers;

184 (e) specific medical treatments; and  
185 (f) patient group status;  
186 (iii) determining changes over time;  
187 (iv) determining differences  
188 geographically; and  
189 (v) generating summaries;  
190 and  
191 (G) storing said medical survey information in  
192 said database;  
193 (III) providing a medical survey information  
194 consumer said medical survey information, said  
195 providing further comprising the steps of:  
196 (A) connecting a medical survey information  
197 consumer computer to a presenting system,  
198 wherein said connecting is over a computer  
199 network, said connecting comprising the  
200 steps of:  
201 (i) logging in the consumer computer to  
202 the system, said login comprising the  
203 steps of:  
204 (a) processing a consumer login  
205 request, said login request  
206 comprising the steps of:  
207 (1) providing said consumer  
208 with a login prompt;  
209 (2) accepting a consumer login  
210 input, said login input  
211 comprising:  
212 a user ID; and  
213 a user password;



214           and

215           (b)   processing the consumer login input, said

216           processing comprising the steps of:

217           comparing said user ID against a verified

218           consumer list, wherein if said user ID is

219           verified, then:

220           verifying said user password by comparing said

221           password to a stored password

222           corresponding to said user ID, if said

223           user password is verified then:

224           permitting consumer access to the system;

225           and

226           preventing the consumer not logged in from

227           accessing said medical survey

228           information;

229           (B)   presenting said medical survey information

230           to said consumers, said presenting

231           comprising the steps of:

232           (i)   providing said consumers with options

233           for viewing aggregates of said

234           medical survey information;

235           (ii) providing said consumers with options

236           for viewing summaries of said medical

237           survey information;

238           (iii)providing said consumers with options

239           for viewing a subset of said medical

240           survey information;

241           (iii)providing said consumers with options

242           for viewing said medical survey data;

243           and

244 (iv) formatting said presented information  
245 for presenting by said consumer  
246 computer, said presenting including:  
247 graphical display;  
248 auditory presentment; and  
249 textual display;

250 (C) customizing said presented information to  
251 the particular needs or access privileges  
252 of the consumer, wherein some consumers  
253 may have access to a subset of medical  
254 information; and

255 (D) allowing the user to log off said system.

256 and

257 (IV) evaluating said process for collecting and  
258 presenting medical survey information, said  
259 evaluating comprising:

260 (A) evaluating the performance of said CATI  
261 agents; and

262 (B) evaluating the performance of said voice  
263 recognition processing.

1 29. (currently amended) A process for collecting and  
2 presenting medical survey information for a medical care  
3 provider as in claim 25, wherein the ~~said~~ participant is  
4 selected from the group of doctors, medical staff,  
5 medical patients, a family member of a medical patient,  
6 and a medical care employer; and further wherein the ~~said~~  
7 participant gave or received services from said medical  
8 care provider.

1 30. (New) A system for collecting and presenting  
2 survey information from a plurality of participants, said

3 system comprising:

4 a connection device connected to an external  
5 communication system for connecting said  
6 communication system to the survey  
7 participants;

8 a Computer-Assisted Telephone Interview (CATI) unit  
9 connected to said connection device, wherein,  
10 for each one of the participants, a  
11 corresponding one of a plurality of agents uses  
12 said CATI unit to ask said one of the  
13 participants a set of manual survey questions,  
14 said survey questions including a question  
15 requesting permission for performing an  
16 automated survey;

17 an Interactive Voice Recognition (IVR) unit  
18 connected to said CATI unit, wherein, for each  
19 one of the participants, said CATI agent  
20 transfers said one of the participants'  
21 communication connection to said IVR unit only  
22 if said one of the participants agrees to  
23 participate in an automated survey, wherein  
24 said IVR unit then accepts oral responses from  
25 said one of participant, wherein

26 for any of the participants who did not agree to  
27 participate in said automated survey, said CATI  
28 unit being adapted to provide a manual survey  
29 by providing survey questions to each one of  
30 the agents corresponding to those participants  
31 who did not agree for proving a manual survey  
32 using substantially the same questions from  
33 said automated survey to receive the oral  
34 responses; and

35           a database for storing said responses to said manual  
36           surveys and/or said automated surveys.

1           31. (new) The system of claim 30, wherein the survey  
2 includes a drill-down survey technique utilizing one or  
3 both of responses already provided by the current survey  
4 participant and historical responses provided by other  
5 participants to determine a subsequent survey question to  
6 be asked of the current survey participant.

1           32. (new) The system of claim 31, wherein, when the  
2 automated surveys are being conducted, said IVR unit is  
3 adapted to receive a response from any of the  
4 participants that causes the CATI agent to transfer those  
5 surveys receiving said response back to one of the  
6 agents.

1           33. (new) The system of claim 31 further comprising  
2 a processing unit for processing said responses stored in  
3 said database into useful survey information for  
4 presentation to a user

1           34. (new) The system of claim 1, wherein, when the  
2 automated survey is being conducted, said IVR unit is  
3 adapted to receive a response from the participant that  
4 causes the CATI agent to transfer the survey back to the  
5 agent or another agent.

1           35. (new) The system of claim 1 further comprising a  
2 processing unit for processing said responses stored in  
3 said database into useful survey information for  
4 presentation to a user.